Comcast dream big™

Comcast Digital Voice®

Ready. Set. Talk.

WELCOME!

Go ahead. Pick up your phone. Talk all you want. Comcast Digital Voice® is rated #1 in call clarity*, so you'll enjoy the clearest calls over our reliable, enhanced fiber-optic network. Plus you'll get the ease and added value of managing all your communication needs in a new and innovative way.

Voicemail has never been so accessible. You can check voicemails, review your call history and easily manage your account, all online at comcast.net. Forward voicemails to others through email and listen to messages in any order without ever picking up your phone. Visit comcast.net/smartzone to learn more.

To get the most from your new connection, flip through the following pages and learn all about our cool features and benefits that are sure to make your life easier. You'll also find a step-by-step guide to your new voicemail service, Comcast Enhanced Voicemail. Enjoy!

Table of Contents

Using Your Comcast Digital Voice Service . . 3-5
- International Calls . . . 3
- Telecommunications Relay Services 3
- 911 / 611 Calls . . . 3
- Comcast Security PIN . . . 3
- Directory Assistance . . . 4
- Alarm Systems . . . 4
- Operator Assisted . . . 4
- Access Your Online Account . . . 4
- International Carefree Minutes . . . 5
- Restricted Calls . . . 5
- Help and Services . . . 5

Using Your Calling Features 6-10
- Call Forwarding . . . 6
- Call Waiting . . . 7
- Caller ID . . . 7
- Call Return . . . 8
- 3-Way Calling . . . 8
- Repeat Dialing . . . 8
- Speed Dial . . . 9
- Call Screening . . . 10
- Caller ID Blocking . . . 10

Using Your Comcast Enhanced Voicemail . . . 11-12

The Comcast Customer Guarantee . . . 13

Quick Start Guide . . . 14

Call clarity based on November 2008 Keynote Independent study, Wave 6 study.

MAKING CALLS

To make local and long distance calls just dial as you normally would. You can also reference your local telephone book for more information about dialing instructions and calling areas.

Tips for Making Calls

- Throughout this guide you will notice that many of the calling features require you to press the * or # keys. You can find these keys on either side of the 0 on your telephone's keypad.
- Some of the calling features will require that you press the switchhook or flash button.
  - On non-cordless telephones, the switchhook is the button that disconnects your call when you hang up. When instructed to press the switchhook, be sure to press it firmly, and then release it to ensure that the feature is activated. Do not press it too long, however, or the call may be disconnected.
  - On cordless telephones, you will find a flash button on the telephone's keypad.
- Rotary telephones are not compatible with Comcast Digital Voice service.

International Calls

Dial 0 1 1, plus the country code, then the phone number.
If you don't know the country code or want a Comcast Operator to place the call for you, just dial 0 or 0 0. When you reach the automated system dial 0 again to reach a live operator.

Telecommunications Relay Services

Dial 7 1 1 to reach the Telecommunications Relay Services (TRS) center for the hearing impaired. TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities.

911 Emergency

In most major cities, emergency police, fire, and medical services can be reached by dialing 9 1 1. Enhanced 911 (E911) automatically provides the emergency service with your telephone number and location when you dial 911 from your home phone. Comcast Digital Voice service may have E911 limitations specified below:

- In order for your 911 calls to be properly directed to emergency services, Comcast must have your correct service address. If you move Comcast Digital Voice service to a different address without Comcast approval, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or Comcast Digital Voice service (including 911) may fail altogether.
- Comcast Digital Voice service uses the electrical power in your home. If there is an electrical power outage, 911 calling may be interrupted if the battery backup in the associated multimedia terminal adapter is not installed, fails, or is exhausted after several hours.
- Calls, including calls to 911, may or may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, or another technical problem.
- Prior to changing your address, or if you have any 911-related questions, please call 1-800-COMCAST. Comcast will need several business days to update your service address in the E911 system.

611 Trouble Calls

For trouble with your Comcast Digital Voice service, dial 6 1 1 from your home phone to reach one of our technical support experts.

Comcast Security PIN

In order to make accessing your Comcast account information as secure as possible we require the use of a security Personal Identification Number (PIN). You will receive your randomly generated security PIN in a letter, which also includes important information about how Comcast is protecting your privacy. Please read the information carefully as you may need to use this PIN to access your Comcast account information.

Directory Assistance

Dial 4 1 1 for access to local, long-distance and international phone numbers. If you'd like to have your call completed, press the indicated key and your local or long-distance call will be connected.

Directory Assistance calls are charged on a per-use basis. Additional charges for call completion will apply. For prices, go to comcast.com/cdv/termsofservice or call Comcast customer service.

Enhanced Directory Assistance

Now when you dial 4 1 1 you can also get information like what's playing at your local movie theater, showtimes and ratings. You can also get fully interactive, turn-by-turn directions from a live operator. Or get the name of the nearest cross street for any listing you request.

Directory Assistance calls are charged on a per-use basis. For prices, go to comcast.com/cdv/termsofservice or call Comcast customer service.

Specialized Directory Listings

Comcast offers non-published directory service for an additional monthly charge. For pricing information, go to comcast.com/cdv/termsofservice.

- Non-published directory service ensures that your phone number is not available in either the phone book or through Directory Assistance.

Alarm Systems

Comcast Digital Voice should work with most modern home alarm systems that use tone dialing and standard data protocols. Comcast does not guarantee that the Comcast Digital Voice service (including, without limitation, the feed between the alarm panel and the Comcast-supplied eMTA) will be uninterrupted or compatible with each and every make or model of home alarm systems.

Operator Assisted

To place the following calls, dial 0 or 0 0. When you reach the automated system, dial 0 again to reach a live operator.

- Collect calls — Request payment from the called party.
- Person-to-person calls — Connect to a specific person.
- Bill to third party calls — Request payment from a third party.

Services may not be available in all areas. Additional charges will depend on the service requested. For prices, please go to comcast.com/cdv/termsofservice.

Access Your Online Account

Your monthly billing statement will include a summary of charges for the month. In order to view call details, you will need to access your bill online through comcast.com. Registration is fast, easy and free.

1. Go to comcast.com/viewbill.
2. Enter your username and password.
3. Follow prompts to view billing statements, make payments, order services and more.

International Carefree Minutes®

Our Carefree Minutes options let you save money on calls to the places you call the most. You'll enjoy Comcast's clear reception and won't have to worry about calls ending before you're finished talking, like when you're using a calling card. With Carefree Minutes, you pay an additional low flat rate each month and get 100 minutes to call your selected region – or, with our Worldwide plan, you get 300 minutes to call 100 countries. Carefree Minutes is available exclusively to Comcast Digital Voice customers and only works when calling another landline phone.

Our Carefree Minutes options include:

- Carefree Minutes® *Asia 100*
- Carefree Minutes® *Latin America 100*
- Carefree Minutes® *Mexico 100*
- Carefree Minutes® *Western Europe 100*
- Carefree Minutes® *Worldwide 300*

Carefree Minutes® pricing applies only to direct-dialed calls from home to locations included in the plan. Unused minutes do not roll over to the following month. Visit comcast.com/internationalcalling to learn more.

Do Not Call Registry

In an effort to reduce the number of unwanted telemarketing calls, the federal government and some states provide telephone subscribers the opportunity to register their telephone numbers for inclusion on a Do Not Call (DNC) registry. You must renew your DNC registry every five years. If you are currently on a federal or a state DNC registry, you may need to reregister if:

- You change your telephone number.
- Your telephone number has been transferred to/from Comcast from/to another provider.
- Your phone service is disconnected for any reason and then reconnected.
- You move to another address.
- Under certain other circumstances.

For additional information about the federal registry, or to register, re-register, or revoke registration of your number for free, visit the Federal Trade Commission's website at donotcall.gov or call 1-888-382-1222.

Restrict Toll or International Calls

Call restriction services allow you to restrict toll and/or international calls made from your home phone. Call Comcast customer service for more information.

Block Calls

All Comcast phone lines come with **900/976/700/500** Call Blocking activated so that calls to these numbers are automatically blocked. Call Blocking to these numbers cannot be removed. There is no charge for this service.

You can also block **Collect Calls** and **Bill to Third Party Calls** from being made from your home phone. For more information, call Comcast customer service.

Help and Services

Here are couple of convenient places to find the help you need in a hurry:

- Comcast customerCentral — customer.comcast.com
- Customer Service — call 1-800-COMCAST
- Technical Support — dial 611 from your home phone
- SmartZone® Communications Center — comcast.net/smartzonetour
- Local Calling Area — if you're a Local with More® customer, visit comcast.com/callingarea to learn about your Local Calling Area.

CALLING FEATURES

For your convenience, you get 12 popular calling features included with your Comcast Digital Voice service.

Some of the following calling features will require that you create a specific list (e.g., priority list, block list, etc.). These lists are distinct from one another and will remain stored so that each time you activate a particular feature, it will refer to the list or lists you created.

Call Forwarding

Call Forwarding allows you to forward all of your incoming calls to another local or domestic long-distance number when you're away from home.

While this feature is active, you will hear a "splash ring" on your phone. You will not be able to answer any calls to your home while the feature is active.

Our voice services network is comprised of multiple platforms. As a result, some features work differently depending upon the platform being utilized to provide your Comcast Digital Voice service. Below are two possible ways of activating and deactivating the Call Forwarding feature.

Access Call Forwarding Option 1

1. Lift the receiver and listen for the dial tone.
2. Press * 7 2 and wait to hear the dial tone again.
3. Dial the number where you'd like to have your calls forwarded. Remember to dial 1 and/or the area code before the number if it's necessary to place the call.
4. A courtesy call will be placed to the number.
5. If the party answers, the feature is activated. If the number is busy or no one answers, repeat steps 1-3 within 2 minutes, and you will hear a confirmation tone that the feature has been activated.
6. If you want to change the "forward to" number, cancel the feature, then repeat steps 1-5.

Access Call Forwarding Option 2

1. Lift the receiver and listen for the dial tone.
2. Press * 7 2 and immediately dial the number where you'd like to have your calls forwarded. Remember to dial 1 and/or the area code before the number if it's necessary to place the call.
3. Listen for the confirmation that the feature has been activated.
4. If you want to change the "forward to" number, just repeat steps 1-3.

To Cancel Call Forwarding

1. Lift the receiver and listen for the dial tone.
2. Press * 7 3.

Call Forwarding Selective

Call Forwarding Selective allows you to forward only the calls you don't want to miss by creating a list of people whose calls will be forwarded to a number you designate. When you activate this feature, only calls from those individuals on your list will be forwarded.

To Activate Call Forwarding Selective

1. Lift the receiver, listen for the dial tone, and press * 6 3.
2. A menu of options will guide you in managing this feature. The prompts will enable you to activate and deactivate the feature as well as add and delete the numbers on your list.

To Deactivate Call Forwarding Selective

1. Lift the receiver, listen for the dial tone, and press * 8 3.
2. A menu of options will guide you in managing this feature. The prompts will enable you to activate and deactivate the feature.

When entering the "forward to" number, remember to dial 1 and/or the area code before the number if it's necessary to place the call. When creating your list, enter the area code plus the 7-digit number for both local and long-distance numbers.

Call Waiting

Call Waiting allows you to take a second call without disconnecting the first. When you're on the phone, you will hear a tone when you have another incoming call. You can simply put the first caller on hold and answer the second call. If you're on an important call and do not wish to answer the incoming call, you can continue talking and let the call go to voicemail. You can also temporarily cancel Call Waiting so that you will not be disturbed during important calls. If you temporarily cancel Call Waiting, incoming calls will be forwarded directly to your voicemail. Call Waiting will automatically be restored for the next call. Each conversation is private and cannot be heard by the other party. Call Waiting can interfere with fax calls and dial-up connections to the Internet.

To Use Call Waiting

1. When you hear the Call Waiting tone, simply press and release the switchhook or flash button.
2. Your first call will be placed on hold and you will be able to answer your second call.
3. You can alternate between the two calls by pressing and releasing the switchhook or flash button.
4. To end the first call and answer the second, simply hang up. Your phone will ring and the second caller will be on the line.

To Temporarily Cancel Call Waiting

1. Lift the receiver and listen for the dial tone.
2. Press * 7 0, then dial the party you wish to call.
3. Call Waiting is canceled for the current call only.

Caller ID

Caller ID allows you to see the number and, if available, the name of the incoming caller. You can then decide whether or not to answer the call. If you choose not to answer the call, the caller will be forwarded directly to your voicemail. Special equipment is required to take advantage of Caller ID. Comcast does not provide this equipment. Some types of calls cannot be displayed with Caller ID.

Caller ID with Call Waiting

Get Caller ID information when you're already on the phone. When you hear the Call Waiting tone, Caller ID with Call Waiting allows you to see the number and, where available, the name of your incoming caller. If you decide you want to answer the second call, simply press and release the switchhook or flash button. If you choose not to answer the call, the caller will be forwarded directly to your voicemail. Special equipment is required to take advantage of Caller ID with Call Waiting. Comcast does not provide this equipment. Some types of calls cannot be displayed with Caller ID with Call Waiting.

**Universal Caller ID limited to customers subscribing to Comcast Digital Cable, High-Speed Internet and Comcast Digital Voice services. Equipment including converter and EMTA required. May not be compatible with certain converter boxes. Universal Caller ID is currently only available in certain markets. Please call Comcast for information about availability, restrictions, and complete details.*

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Quick Tips

International Calls

Dial 0 1 1, plus the country code, then the phone number. Visit comcast.com/internationalrates to learn about our great rates on international calls.

Do Not Call Registry

To reduce the number of unwanted telemarketing calls, you may register your home phone number with the Do Not Call Registry. Visit the Federal Trade Commission's website at donotcall.gov or call 1-888-382-1222.

Directory Assistance

Dial 4 1 1 for access to local, long-distance and international phone numbers. Press the indicated key and your call will be connected.

Local Calling Area

If you're a Local with More® customer, visit comcast.com/callingarea to view the cities and phone numbers within your Local Calling Area.

Universal Caller ID®

If you have Comcast Digital Voice, High-Speed Internet, and Digital Cable, you can see who's calling on your phone, TV, and PC. Visit comcast.net/callerid to learn more. *(Where available).**

Call Return

When you've just missed a call, Call Return tells you the number of your last incoming call and lets you automatically call the person back.

Call Return will not work with long-distance, international or blocked numbers.

To Use Call Return

1. Lift the receiver, listen for the dial tone, and press * 6 9.
2. You will hear the number of your last incoming call.
3. If you wish to call the party back, press 1.
4. If the line is available, your call will be connected.
5. If the line is busy, Call Return will attempt to reach the party for 30 minutes.
6. When the caller's line is available, your phone will ring.
7. When you pick up your phone, the caller's phone will ring, and your call will be connected.
8. If you do not wish to wait the full 30 minutes, you can cancel the feature.

To Cancel Call Return

1. Lift the receiver and listen for the dial tone.
2. Press * 8 9.

3-Way Calling

3-Way Calling is a great way to stay connected with friends, family and colleagues. It lets you talk with two other people — on one call!

To Initiate a 3-Way Call

1. Once you are connected to the first party, simply press and release the switchhook or flash button.
2. The first party is now on hold, and you will hear a second dial tone.
3. Dial the number of the second party that you would like to add to the conference call.
4. When the second party answers, you can speak privately before you connect to the first party. When you are ready to connect all parties, press and release the switchhook or flash button.

If the second party's line is busy or there is no answer, you can disconnect the second party by pressing and releasing the switchhook or flash button twice. The first party will still be on the line.

Repeat Dialing

Repeat Dialing redials a busy number until the line becomes available. While Repeat Dialing attempts to reach the called party, you can still use your home phone to place and receive other calls.

Repeat Dialing will not work with long-distance or international numbers.

To Start Repeat Dialing

1. Hang up the receiver after you receive a busy signal.
2. Lift the receiver and listen for the dial tone.
3. Press * 6 6, then hang up the receiver.
4. Repeat Dialing will attempt to reach the called party for 30 minutes.
5. When the called party's phone is available, your phone will ring.
6. When you pick up your phone, the called party's phone will ring, and your call will be connected.
7. If you do not wish to wait the full 30 minutes, you can cancel the feature sooner.

To Cancel Repeat Dialing

1. Lift the receiver and listen for the dial tone.
2. Press * 8 6.

Speed Dial

Speed Dial allows you to call family, friends and colleagues by pressing just a few buttons.

Our voice services network is comprised of multiple platforms. As a result, some features work differently depending upon the platform being utilized to provide your Comcast Digital Voice service. Below are two possible ways of activating and deactivating the Speed Dial feature.

To Set Up Speed Dial

1. Lift the receiver and listen for the dial tone.
2. For Speed Dial 8, press * 7 4.
   — or —
   For Speed Dial 30, press * 7 5. Depending on your phone platform, you may or may not hear a stutter tone.
3. For Speed Dial 8, enter a speed dial digit from 2 through 9.
   — or —
   For Speed Dial 30, enter speed dial digits from 20 through 49.
4. Dial the phone number you would like the digit to represent. Remember to dial 1 and/or the area code before the number if it's necessary to place the call.
5. Listen for the confirmation tone.
6. To add the next number, repeat steps 2 through 5.

To Use Speed Dial

1. Lift the receiver and listen for the dial tone.
2. For Speed Dial 8, dial the digit 2 through 9 that represents the number you wish to call and then press #.
   — or —
   For Speed Dial 30, dial the two digits 20 through 49 that represent the number you wish to call and then press #.

Anonymous Call Rejection

Anonymous Call Rejection automatically rejects calls from numbers with Caller ID blocked. Callers who block the display of their name and number will hear an automated recording that you are not accepting blocked calls and instructs them to unblock their Caller ID and dial you again.

To Use Anonymous Call Rejection

1. Lift the receiver and listen for the dial tone.
2. Press * 7 7 and listen for a confirmation tone that the feature has been activated.

To Cancel Anonymous Call Rejection

1. Lift the receiver and listen for the dial tone.
2. Press * 8 7 and listen for a confirmation tone that the feature has been canceled.

Quick Tips

Set Up Voicemail

- Dial * 9 9 from your home phone.
- Follow the tutorial.

Checking Voicemail

- Dial * 9 9 from your home phone.
- Enter your password when prompted.
  — or —
  While you're away from home, dial your home phone number.
- When you hear your personal greeting, press #.
- Enter your password when prompted.

Check Your Voicemail Online

To check your voicemail online, visit comcast.net. Then click Voice at the top of the page. Visit comcast.net/smartzone to learn more.

Help & Services

Still have questions? Want to add other features and services? Call us at 1-800-COMCAST.
Or for technical support, dial 6 1 1 from your home phone. Visit comcast.com/digitalvoicehelp for our online Welcome Kit.

Call Screening

When you don't want to be interrupted by certain callers, Call Screening allows you to create a list of up to 12 numbers that will receive an announcement indicating you are not presently accepting calls. When creating your list, enter the area code plus the 7-digit number for both local and domestic long-distance numbers.

To Use Call Screening

1. Lift the receiver and listen for the dial tone.
2. Press * 6 0.
3. A menu of options will guide you in managing this feature. The prompts will enable you to activate and deactivate the feature as well as add and delete the numbers on your list.

To Cancel Call Screening

1. Lift the receiver and listen for the dial tone.
2. Press * 8 0.
3. A menu of options will guide you in managing this feature. The prompts will enable you to activate and deactivate the feature.

Call Trace

Call Trace allows you to protect against offensive phone calls. It ensures that the number of your last incoming caller is traced so that appropriate action may be taken against the harassing party.

The information provided by Call Trace will not be available to you directly but will instead be available only to law enforcement authorities possessing a valid subpoena or other valid legal authorization. If the call is life-threatening, call your local law enforcement authorities immediately.

To Use Call Trace

1. When you receive a harassing or offensive call, hang up immediately.
2. Lift the receiver and listen for the dial tone.
3. Press * 5 7.
4. Contact your local law enforcement agency or Comcast customer service for further information.

Caller ID Blocking Per Call

Caller ID Blocking Per Call is designed to ensure that your name and number are marked "Private" or "Anonymous" each time you activate this feature before placing a call.

Caller ID Blocking Per Call may not be available on some calls, including toll-free calls and calls to E911.

To Activate Caller ID Blocking Per Call

1. Lift the receiver, listen for the dial tone, and press * 6 7.
2. When you hear a second dial tone, dial the number you wish to call.
3. Your name and number will be blocked for the current call only.

Caller ID Blocking Per Line

Caller ID Blocking Per Line is designed to ensure that your name and number are marked "Private" or "Anonymous" on every call you make from your home. Oftentimes individuals reject incoming calls that are marked "Private" or "Anonymous." You can temporarily cancel Caller ID Blocking Per Line so that you can call these individuals. Caller ID Blocking Per Line will automatically be restored for the next call.

Comcast allows you to select either Caller ID Blocking Per Call or Caller ID Blocking Per Line. The default setting is Caller ID Blocking Per Call. If you wish to change this to Caller ID Blocking Per Line, please call Comcast customer service. Caller ID Blocking Per Line may not be available on some calls, including toll-free calls and calls to E911.

To Deactivate Caller ID Blocking Per Line

1. Lift the receiver, listen for the dial tone, and press * 8 2.
2. When you hear a second dial tone, dial the number you wish to call.
3. Your name and number will appear on the called party's Caller ID display for the current call only.

COMCAST ENHANCED VOICEMAIL

With Comcast Enhanced Voicemail, you get a whole new way to manage your voicemail. When you're away from home or if you just don't get to the phone in time, callers are able to leave you a message. The caller can even leave a message while you're on the phone. If you elect not to pick up an incoming call using Call Waiting, the call will be redirected to voicemail. The next time you pick up your phone, you will hear a stutter dial tone indicating you have a message waiting. If your phone has a message waiting indicator light, it will be lit when someone leaves a message.

Setting Up Voicemail

The first time you call into your Comcast Enhanced Voicemail, you must be at home in order to create a new password and a personalized greeting that callers will hear when they reach your voicemail.

To Set Up Your Voicemail

1. From your home phone, dial * 9 9 or dial your home phone number.
2. A tutorial will guide you through the setup of your new voicemail service.
3. Once you're in the system, listen carefully to and follow the recorded instructions. You will be prompted to create a password, record your name and record a personalized greeting that callers will hear when they reach your voicemail.

Accessing Voicemail

For your convenience, there are four different ways to do so.

Dial * 9 9

1. From home dial * 9 9.
2. Enter your password when prompted.

Dial Your Home Phone Number

1. From home dial your home phone number.
2. Enter your password when prompted.

— or —

1. When you're away from home dial your home phone number.
2. When your personal greeting begins to play, press #.
3. Enter your password when prompted.

Dial Your Voicemail Access Number

1. From home or when you're away from home dial your voicemail access number.
2. Press # to confirm that your mailbox is on the system.
3. You will be prompted to enter your mailbox number, which is your 10-digit home phone number.
4. Enter your password when prompted.

If you do not have the voicemail access number, please contact Comcast customer service.

Check Your Voicemail Online From Any Computer With Internet Access

1. Visit comcast.net.
2. Click Voice at the top of the page.
   - If you also have Comcast High-Speed Internet, sign in using your primary user name and password.
   - If you do NOT have Comcast High-Speed Internet, sign in using your 10-digit home phone number and voicemail password.

Visit **comcast.net/smartzone** to learn more.

Managing Voicemail

Once you've accessed your voicemail, you will be in the Main Menu. The Main Menu will provide you with a set of options to help you easily manage your voicemail messages. Once you've made a selection from the Main Menu, listen carefully to the recorded instructions for further options.

From the Main Menu

Press 1 to review your new messages. After you've listened to your new messages, you have the following options:

- Press 4 to replay the message.
- Press 5 to access the message envelope.
- Press 6 to forward the message to another Comcast Digital Voice subscriber.
- Press 7 to delete the message.
- Press 8 to reply to a message from another Comcast Digital Voice subscriber.
- Press 9 to save the message.
- Press 0 to hear more options.
- Press 3 3 to fast-forward to the end of the message.
- Press 7 7 to delete the message while it is playing.
- Press 9 1 to mark the message unheard.
- Press # to skip the message.
- Press * to cancel the message playback and return to the previous menu.

Press 2 to record a message and send it to another Comcast Digital Voice subscriber.

Press 4 to change your personal options. You then have the following options:

- Press 2 for administrative options.
  - Press 5 to skip your password when listening to messages from home.
- Press 3 to manage your greetings.
- Press * to go back to the Main Menu.

Press * to disconnect.

THE COMCAST CUSTOMER GUARANTEE

We are committed to providing you with a consistently superior customer experience. If for any reason something goes wrong, we will work to resolve the issue as quickly and professionally as we can.

1. We will give you a 30-day, money-back guarantee on all our services.

If you're not satisfied and wish to cancel service for any reason, you can do so in the first 30 days and get your money back. Simply return all equipment in good working order and we'll refund the monthly recurring fee for your first 30 days of service and any charges you paid for standard installation.

2. We will treat you and your home with courtesy and respect.

Our technicians will clearly display their Comcast identification when they arrive at your home. They will be trained and equipped to complete the job on the first visit. Our Customer Account Executives will be courteous and knowledgeable when you contact us.

3. We will answer your questions at your convenience.

You can contact us 24 hours a day, 7 days a week regarding any service-related issue by calling 1-800-COMCAST or in any of the following ways:

- Online via Ask Comcast
- Live Chat online with a Comcast technician
- Online Community Forum
- Send us an email and receive a response within 24 hours

4. We will offer easy-to-understand packages and provide you with a clear bill.

Our packages are designed to be straightforward. A call or visit to our website makes it easy to find a package that's right for you. We aim for the same clarity with our bills. You may view your monthly statement and service details anytime by visiting comcast.com.

5. We will continually offer the best and most video choices.

We're working hard to bring more choices to our customers instantaneously by using the full power of our advanced network and decades of television experience. We will use On Demand to bring customers dramatically more content choices, including more movies, more sports, more kids' programs, more network TV shows and more HD than anyone else.

6. We will quickly address any problem you may experience.

After the first visit to your home, if we do not satisfactorily complete installation or can't resolve a routine issue, we will extend a complimentary service to your account. Additionally, we won't charge you for a service visit that results from a Comcast equipment or network problem.

7. We will schedule appointments at your convenience and be mindful of your time.

As a courtesy, we will call you before we arrive at your home. And if we fail to arrive for a scheduled visit during the appointment window, we will credit $20 to your account.*

We're here to help

Every Comcast employee is dedicated to meeting the commitments of our guarantee and to exceeding your expectations. We are working very hard to serve you better and listen carefully to your feedback. If you have any thoughts or ideas about this Guarantee or about your experience with us, we invite you to share them with us by visiting comcast.com.

To learn more about your Comcast products and services, visit us online at comcast.com/welcome for 24/7 online support, or give us a call at 1-800-COMCAST.

** $25 credit provided in Comcast systems in Illinois.*

Set Up Voicemail

- Dial * 9 9 from your home phone.
- Follow the tutorial.

Access Voicemail

- Dial * 9 9 from home.
  — or —
- While away from home, dial your home phone number.
- Press # when your greeting begins.
  — or —
- Visit comcast.net.
- Click Voice at the top of the page.
  - If you also have Comcast High-Speed Internet, sign in using your primary user name and password.
  - If you do NOT have Comcast High-Speed Internet, sign in using your 10-digit home phone number and voicemail password.
- Visit **comcast.net/smartzone** to learn more.

FEATURE	TO ACTIVATE:	TO DEACTIVATE:
Anonymous Call Rejection	* 7 7	* 8 7
Call Forwarding Selective	* 6 3	* 8 3
Call Forwarding	* 7 2	* 7 3
Call Return	* 6 9	* 8 9
Call Trace	* 5 7	N/A
Call Waiting	Automatically activated unless deactivated prior to call.	* 7 0
Call Screening	* 6 0	* 8 0
Caller ID Blocking Per Call	* 6 7	Automatically deactivated once call is complete.
Caller ID Blocking Per Line	Call 1-800-COMCAST to activate.	* 8 2
Repeat Dialing	* 6 6	* 8 6
Speed Dial 8	* 7 4	N/A

Voicemail Access Number

If you do not have the voicemail access number, please contact Comcast customer service.

Notes